

## **COUNCIL ON AGING DRIVER**

### **Position Purpose:**

The purpose of this position is to provide transportation for Truro senior residents and individuals with disabilities aged 18-59 primarily for medical appointments, shopping, errands and social activities; performs all other related work as required.

### **Supervision:**

*Supervision Scope:* Performs varied and responsible duties requiring knowledge of and adherence to Massachusetts driving laws and departmental procedures and the ability to work independently.

*Supervision Received:* Works under the general direction of the Council on Aging Director and receives direct supervisor from the Transportation Coordinator; unusual situations or questions are referred to supervisor. Transportation Coordinator provides day-to-day written and oral assignments.

*Supervision Given:* None.

### **Job Environment:**

Work week is 19 hours per week, part-time regularly scheduled position.

Work is conducted in multi-passenger vehicles in and around the town of Truro and surrounding towns, within a 75 mile radius. Required to operate vehicle in various weather conditions. Frequent contact with seniors and caregivers. Some contact with the general public and other town employees.

Contacts are in person, in writing, and by telephone and involve an information exchange dialogue.

Errors could cause personal injury and/or property damage, confusion and delay of department services, and result in adverse public relations.

### **Essential Functions:**

*(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)*

Adheres to the all transportation policies and driver policies and procedures.

Efficiently maps out ride routes.

Is aware of and conveys any significant changes in rider behavior to Transportation Coordinator and/or COA Director.

Assists passengers getting in and out of the vehicle and with groceries and/or other supplies, if needed.

Inspects vehicle each day before departure and at the close of the day. Ensures that the vehicle has a full tank of gas at the end of each day.

Completes daily and weekly trip sheets.

Ensures vehicle cleanliness.

Communicates vehicle problems and required maintenance to Transportation Coordinator.

Verifies that passengers have entered their residences at trip conclusion.

Ensures safety of all passengers by following rules of the road, observing posted speed limits and utilizing safety equipment.

Respects and maintains client confidentiality.

Performs similar or related work as required, directed or as situation dictates.

**Recommended Minimum Qualifications:**

**Education and Experience:**

High school diploma or equivalent; excellent driving record; must possess and maintain Class D Massachusetts driver's license for duration of employment. Current CPR and AED training certification, and a Department of Motor Vehicles Safe Driving record submitted on a yearly basis.

**Knowledge, Ability and Skill:**

*Knowledge:* Knowledge of Massachusetts driving laws required.

*Ability:* Ability to deal with the public in a courteous and tactful manner. Ability to maintain confidentiality, exercise independent judgement and provide sensitivity and patience to clients. Ability to obtain CPR and AED training certifications and all training courses and certifications required by the Cape Cod RTA.

*Skill:* Excellent customer service and time management skills required. Skills in operating passenger vehicles safely.

**Physical Requirements:**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Regularly required to drive and often required to drive for multiple hours and/or trips of up to 75 miles each way. Often required to operate vehicle lift equipment. Required to

maintain a stationary position during drives, move about the inside of various the buildings and/or grounds. Often required to assist elderly and individuals with disabilities into and out of the vehicle and sometimes to assist elderly and individuals with disabilities around their destination. Ability to communicate with members of the public and exchange accurate information. Ability to accurately view and detect roadways, pedestrians, hazards, signs, maps, etc. Ability to accurately detect and discern general sounds associated with driving.

Closed toe footwear required at all times while on duty. Clothing must be neat and clean.

*(This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.)*